CAPPS Financials Service Requests (SRs) Report

Date of Report: 10/01/2021

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Module Name	Status	Count of Module
Accounts Payable		50
Accounts Receivable		2
Asset Management		21
Cash Receipts		8
ePro		6
General Ledger		33
Interfaces	Assessment	1
	Assigned	2
	Awaiting Customer	5
	Hold – Pending Next Upgrade	1
	In Work	11
Interfaces		20
Inventory		1
None	Assigned	3
	Awaiting Customer	1
	In Work	2
None		6
Not Applicable		9
PeopleTools		5
Project Costing		25
Purchase Orders		32
Reports		36
Security		27
Strategic Sourcing		1
Supplier Contracts		1
Travel and Expense	Assigned	5
	Awaiting Customer	2
	In Work	5
Travel and Expense		12
Workflow		8
Grand Total		303

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Status	Count of Module
Acceptance Testing	9
Assessment	4
Assigned	120
Awaiting Customer	50
Hold – Pending Next Upgrade	2
Hold- Pending Oracle Fix	1
In Development	7
In Work	96
Pending Prod Approval	3
Rework	1
System Test	10
Grand Total	**303**

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Priority	Module Name	Count of Module
High	Accounts Payable	6
	Asset Management	1
	Cash Receipts	3
	General Ledger	4
	Interfaces	7
	None	3
	Not Applicable	2
	PeopleTools	4
	Project Costing	1
	Purchase Orders	6
	Reports	5
	Security	8
	Strategic Sourcing	1
	Travel and Expense	4
	Workflow	1
High		**56**
Medium		**172**
Low		**75**
Grand Total		**303**

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Status	Count of Status
Acceptance Testing	1
Assessment	2
Assigned	26
Awaiting Customer	6
In Work	18
System Test	3
Grand Total	**56**

All SRs by Status

(Includes Closed, Completed after 09/01/21)

Status	Count of Status
Acceptance Testing	9
Assessment	4
Assigned	120
Awaiting Customer	50
Closed	33
Completed	459
Governance	1
Hold	6
Hold- Pending Next Upgrade	2
Hold – Pending Oracle Fix	1
In Development	7
In Work	96
Pending Prod Approval	3
Rework	1
System Test	10
Grand Total	**802**

CAPPS Financials User Group Meeting — Oct. 28, 2021

CAPPS Financials Trend Report – Service Requests

September 2020 – September 2021

Status	Sept. 2020	Oct. 2020	Nov. 2020	Dec. 2020	Jan. 2021	Feb. 2021	March 2021	April 2021	May 2021	June 2021	July 2021	Aug. 2021	Sept. 2021	Totals
OPENED	565	512	366	319	311	329	503	473	428	413	411	559	465	**5654**
CLOSED	550	529	404	466	386	437	633	503	464	445	418	535	492	**6262**

Monthly trend for SR's opened and closed

CAPPS Financials User Group Meeting — Oct. 28, 2021